

UTILITY RADIO DISPATCHER

PURPOSE: Notify Public Works & Utility maintenance and service personnel of emergency and non-emergency maintenance and service needs.

FUNCTIONAL AREAS: Under direction,

1. Prioritize and process information pertaining to emergency and non-emergency maintenance needs requiring the dispatch of personnel and equipment to work site locations and provide information to citizens and agencies.
 - * A. Respond to telephone calls from the public regarding emergency and non-emergency situations requiring the attention and assistance of maintenance personnel.
 - * B. Make initial assessment of an emergency or non-emergency situation and determine the degree of danger, damage, urgency, inconvenience involved, or service needs.
 - * C. Dispatch appropriate personnel and equipment to work sites as necessary or as directed, based on factors of safety, urgency, work schedules, and proximity of available crew to site locations.
 - * D. Inform police and fire personnel of road conditions and/or road hazards in areas where they are requested to provide assistance.
 - * E. Serve as liaison to receive and relay radio transmissions from field personnel to appropriate staff or other agencies.
 - * F. Monitor and record the location of work crews in the field.
 - * G. Interpret city maps for the purpose of guiding and assisting maintenance personnel in locating a work site or location of water and gas mains and sewer lines.
 - * H. Notify fleet services personnel of equipment problems and arrange for the transport of equipment to the fleet maintenance center.
 - * I. Monitor weather service reports regarding anticipated snowfall or other severe weather conditions.
 - * J. Notify supervisory personnel of anticipated weather hazards.
 - * K. Notify the police department regarding vehicles in violation of calendar parking or other traffic violations.
 - * L. Provide basic Public Works & Utility information to individuals, companies, agencies, and other city departments.
 - * M. Monitor police and fire radios for situations which might require the assistance of Public Works & Utility personnel.
2. Operate equipment to communicate with Public Works & Utility Personnel and service units in the field.
 - * A. Operate and monitor two-way radio.
 - * B. Select transmitter for the operation of radio communications.
 - * C. Operate encoder for paging system.
3. Perform related duties.

- * A. Maintain daily log of dispatch orders, maintenance requests, and computer data base.
- * B. Record arrival and departure times of all vehicles, equipment, and personnel.
- * C. Write dispatch orders.
- * D. Perform miscellaneous office duties such as typing, filing, answering telephone, and accessing computer during assigned shift.
- * E. Contact customers by phone for appointments as required by office personnel.
- * F. Notify appropriate personnel when traffic and street signs need maintenance.

JOB REQUIREMENTS

1. Knowledge

- A. Knowledge of services provided by the divisions within the Public Works & Utility Department.
- B. Knowledge of Public Works & Utility records pertaining to service and maintenance.
- C. Knowledge of Public Works & Utility radio codes.
- ** D. Knowledge of location and topography within the City of Duluth - to include principal areas, streets, and landmarks.

2. Skill

- ** A. Skill in communicating logically and accurately in oral and written form.
- ** B. Skill in working under pressure of time and conflicting demands.
- ** C. Skill in the use of a computer keyboard in order to record and access data.

3. Abilities

- ** A. Ability to learn to operate two-way radio and paging devices.
- B. Ability to assess and prioritize Public Works & Utility service needs.
- C. Ability to efficiently coordinate work assignments according to the locations and schedules of the service crews, and the urgency of the request.
- ** D. Ability to accurately maintain detailed records.
- ** E. Ability to type, file, and learn to use necessary office machines and computers.
- ** F. Ability to make quick decisions, using good judgement.
- ** G. Ability to be courteous and helpful to the public.
- ** H. Ability to establish and maintain effective working relationships with employees, supervisors, and the general public.
- ** I. Ability to sit for extended periods.
- ** J. Ability to work shifts and weekends.
- ** K. Ability to read and interpret maps.
- ** L. Ability to attend work on a regular basis.
- ** M. Ability to work independently with minimal direct supervision.
- ** N. Ability to accurately read and enter numerical figures.

** O. Ability to lift and carry office equipment and printed materials weighing up to 15 pounds.

* Essential functions of the job.

** Job requirements necessary on the first day of employment.

Anlst:	Date:
Union: Basic	Pay: 26
CSB: 19990601	
CC: 19990628	Res: 99-0486R